

INTELLIGENT AUTOMATION WITH

MORPH

Morph is BBD's comprehensive business automation processor powered by the knowledge and experience inherent to our people. After almost 25 years of refinement, our tried and trusted core engine caters to your orchestration, workflow and case management needs. By continually adding capabilities, Morph remains at the cutting edge of business automation.

At its root, Morph is IP enabling automation. Originally built on a set of Java frameworks, in the subsequent years we have added technologies such as Python, Kubernetes, RabbitMQ and Microsoft SQL server support. This ensures that no matter your automation requirements, Morph can keep pace.



Morph in the banking sector

Morph came to fruition in 1995 when we were approached by one of South Africa's leading banks to build a central routing system that would interface with all of their applications using SWIFT messaging. After more than 23 years in this client space, Morph is entrenched in their business operations and has grown to successfully handle the SWIFT payment routing, online banking channel integration with back-end legacy systems, identity management and billing systems.

To date, Morph has handled over 180 million SWIFT transactions at this single client, without losing a single one. This is a fact we are very proud of.

Another of our clients in this sector was looking for a service platform with orchestration and workflow capabilities for their servicing call centre. We knew that Morph would meet the necessary requirements and that we could take advantage of the innate flexibility and robustness to deliver a productionised custom developed front-end servicing framework within three months.



Morph in the sports betting industry

Fast-paced, immediate and high-pressure, developing a real-time transaction handling solution within the gambling industry posed an interesting challenge for us. Our client was looking for a microservices-based solution that would scale with the business and be adaptable enough to handle the pace of their market. While assessing the different options available, we found that many would be suitable for only certain parts of this project.

Morph ticked all the requirement boxes, would work across the scope of the project and combined the best of the necessary technologies without many of the drawbacks. As an additional benefit for our client, the fact that this well-proven engine already existed meant that we could get value to their business quickly.

Our client trusted the BBD team to find the right balance between light and modern frameworks to use within Morph and allowed us the time to make sure we got this absolutely right. Within two months we had the framework fully in place and at the six months mark we put our first major development into production. Everything built for this project was based on open source platforms on the cloud, meaning zero licensing costs for the clients.

The end result is a reliable solution that is infinitely scalable, configurable and self-healing. Perhaps the most important feature in the solution is the short development life cycle. The team is able to write, test and deploy new features within two days – a truly agile way to work in this sector.



Morph in the public sector

For a leading revenue service, we designed, developed and deployed an integrated processing platform using Morph. A primary objective was to create a single registration process across various revenue products, supported by a unified repository for taxpayer information and facilitated by a process-enabled user interface, common to all core systems.

As our core orchestration framework, Morph allowed us to embed functionality, allowing our intricate customer-centric processing platform to ultimately enhance our client's business efficiency and enable effective load sharing between users and departments. This in turn improved customer satisfaction as they can interact with the organisation and not only a specific department.



Some of the embedded functionality includes:

- › A customer servicing solution, permitting organisation-wide collaboration
- › A platform to rapidly deploy application systems i.e. case management
- › A holistic integration of all communication channels into the platform
- › User interaction via business processes which generate and orchestrate required system transactions to one or more core systems
- › Extensive metrics providing required feedback to facilitate continuous process improvements
- › Reduced system-specific knowledge through abstracted users from multiple underlying system transactions improvements

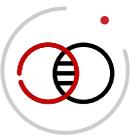


Technical capability

The beauty of Morph lies in its capabilities. To allow for a comprehensive business automation solution, we have developed key features that provide necessary solutions to common requirements. But the true worth of Morph is in our ability to use our know-how to adapt the engine to your business – drawing on the many added technologies. This is not a cookie cutter solution, but one tuned to your organisation. Morph allows for seamless integration of legacy systems, is highly scalable and tightly integrated into DevOps pipelines. The proven reliability and built-in metrics help us quickly deliver value to your business.

Morph also offers standard support to workflow management as well as for microservices architecture built on persistent messaging infrastructure, while automated orchestration allows for process streamlining.

It is this combination of adaptability and intuitive features which keeps Morph current. Our goal is to ensure that any automation project running off of Morph is as painless as possible.



A formidable combination

As organisations continually look for more efficient ways of working, so has the nature of software development. DevOps redefines the relationship between development and operations and results in leaner, meaner and more effective development teams.

After successfully shifting multiple clients to the DevOps culture for creating value, BBD is no stranger to this mindset. DevOps fit into our drive to use Morph to quickly bring business value to clients, by drawing the development team closer to the business. This bridged gap was one of the stepping stones in our road to continuous deployment and integration – the foundation for well automated business processes.

With Morph we have essentially cut out any clutter in the engine and in our development teams, giving organisations business software that helps them work better and faster.



Morph and the cloud

Migrating either a part or the entirety of your business onto the cloud is becoming a norm within the business landscape, and we have acknowledged this by ensuring that Morph is able to successfully automate case management, orchestration and workflow requirements even when sitting on the cloud.

This capability is evident in the adoption of microservices, Kubernetes, Docker and open source technologies in Morph.

BBD is cloud agnostic and is able to rehost, replatform and rearchitect solutions in the cloud environment that best suits your business. We are an AWS Standard Consulting Partner, a CloudFront Global Content Delivery Network Partner and a Microsoft Azure Gold Certified Partner.



About us

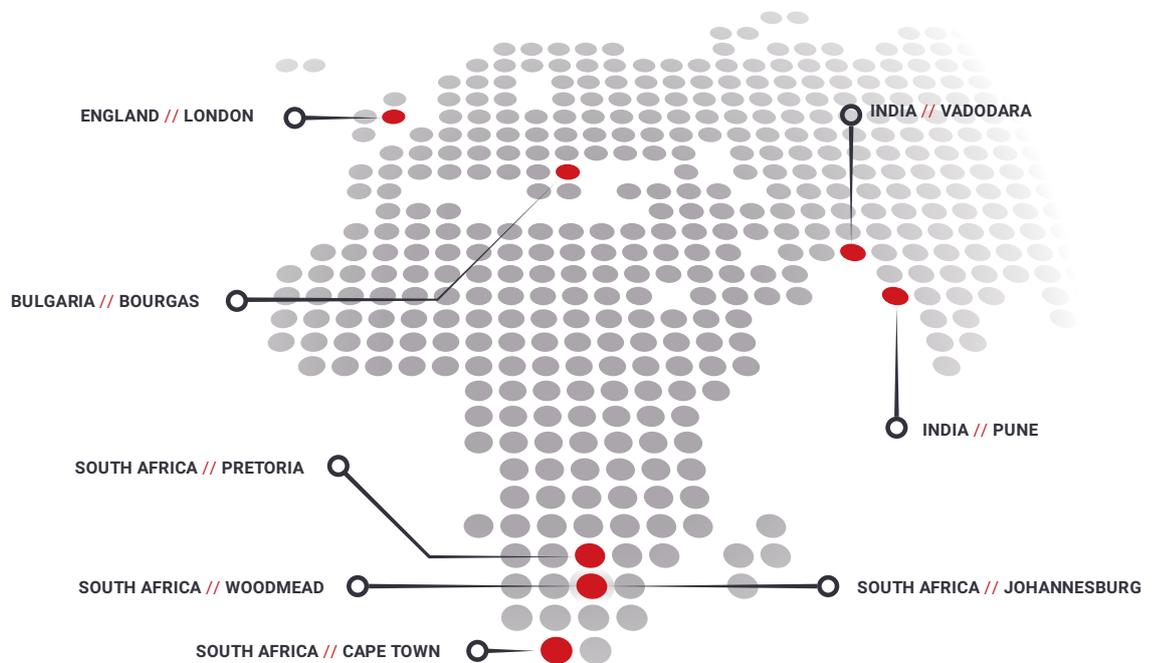
BBD has had a reputation of delivery for more than three decades. Our expertise in the private and public sectors has resulted in a wealth of understanding on how to use technology as an enabler of business transformation and modernisation.

We provide effective business solutions to suit our clients' needs, using a consultative approach and drawing on our people's diverse range of experience and skill.

BBD is a level 2 B-BBEE partner, with a 125% B-BBEE recognition level and is 51% black-owned.



Our global footprint



Contact us

If you would like to know more about how Morph can deliver business automation within your business, contact Kevin Staples or Streicher Stegmann.

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